

## Hyundai Virtual Agent

HAEA partnered with Dataflix to analyze, design & build text-based AI-powered conversational interface for Hyundai's customers to enable highly engaging customer experiences. Dataflix has been a successful outcome-focused partner.

### The challenge

Customer service teams at Hyundai receive thousands of calls each month. This required a substantial amount of duplicated effort, with slower response times as agents worked through the queue of callers. The goal is to deflect calls resulting in cost savings, while improving CX loyalty, advocacy & satisfaction with the additional communication channel, 24/7.

### The solution

"Hyundai Virtual Agent" is a self-serve conversational interface for Hyundai call center, built on Google Dialogflow and Dataflix Messenger. The AI-powered chatbot is designed to respond to general enquiries including Bluelink and recalls, delivering consistent responses. The new text-based self-serve channel with faster, consistent and seamless experience, available 24/7 with zero wait times.

### The results

Hyundai Virtual Agent is automating simple tasks by enabling self-serve capabilities. The conversational flows and interface are helping Hyundai's customers get answers to common questions faster without human intervention, thereby, improving overall customer experience.

Dataflix's experience on Google Cloud and Conversation AI, coupled with the strategic partnership with HAEA helped to stay outcome focused. A complete server-less architecture of Dialogflow and Dataflix Messenger accelerated time-to-market.



### About Hyundai Motor Company

Hyundai AutoEver America (HAEA) is an Information Technology services company, serving Hyundai Kia Motor Group affiliates in North America.

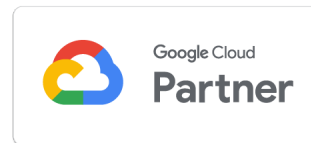
Industry: Automotive

Primary project location: United States



### About Dataflix Inc.

We are a Google Cloud partner focused on Contact Center AI solutions including chatbots, voice-bots, IVR integrations and contact center analytics.



### Products

Google Cloud Platform